IN THE CLAIMS

1.    (Currently amended)  A method for linking at least one client with at least one expert comprising:

generating at least one concept based on at least one client inquiry to at least one datasource;

comparing the at least one generated concept to at least one expert datasource;

selecting at least one expert from the at least one expert datasource based on the comparison of the generated concept to the at least one expert datasource; and

linking the at least one expert to at least one client;

wherein the at least one client inquiry comprises at least one client inquiry entered in conjunction with a computerized search conducted by the client;

wherein the at least one client inquiry is monitored by a first program; and

wherein the first program responsive to entry of a command by the client supplies information regarding the monitored at least one client inquiry to a second program and initiates performance of at least one of the generating, comparing, selecting and linking steps by the second program based on the monitored at least one client inquiry.

2.    (Original)  The method as in claim 1 further comprising comparing the at least one client inquiry to the at least one datasource.

3.    (Original)  The method as in claim 1 further comprising selecting at least one preferred communication mode associated with the at least one expert.

4.    (Original)  The method as in claim 1 further comprising selecting the at least one expert based on a set of availability rules.

5.    (Original)  The method as in claim 4 wherein the availability rules comprise rules selected from the group consisting of a most currently available expert, a most easily reachable expert, cost and location.

6. (Original) The method as in claim 1 further comprising linking at least one client device to at least one expert device associated with the at least one expert.

7. (Original) The method as in claim 6 further comprising linking the at least one client device to the at least one expert device using a preferred communication mode.

8. (Original) The method as in claim 6 wherein the at least one client device comprises a computer terminal.

9. (Original) The method as in claim 6 wherein the at least one client device comprises a wireless device.

10. (Original) The method as in claim 9 wherein the wireless device comprises an infrared wireless device.

11. (Original) The method as in claim 9 wherein the wireless device comprises an optical signaling, wireless device.

12. (Original) The method as in claim 6 wherein the at least one client device comprises a telephone.

13. (Original) The method as in claim 6 wherein the at least one client device comprises a softphone.

14. (Original) The method as in claim 6 wherein the at least one client device comprises a facsimile machine.

15.     (Original) The method as in claim 6 wherein the at least one client device comprises a facsimile server.

16.     (Original) The method as in claim 6 wherein the at least one client device comprises a programmable PC card.

17.     (Original) The method as in claim 6 wherein the at least one client device comprises a personal communications device.

18.     (Original) The method as in claim 17 wherein the personal communications device comprises a communications pager adapted to display alpha-numeric characters.

19.     (Original) The method as in claim 6 wherein the at least one expert device comprises a computer terminal.

20.     (Original) The method as in claim 6 wherein the at least one expert device comprises a wireless device.

21.     (Original) The method as in claim 20 wherein the wireless device comprises an infrared wireless device.

22.     (Original) The method as in claim 20 wherein the wireless device comprises an optical signaling, wireless device.

23.     (Original) The method as in claim 6 wherein the at least one expert device comprises a telephone.

24. (Original) The method as in claim 6 wherein the at least one expert device comprises a softphone.

25. (Original) The method as in claim 6 wherein the at least one expert device comprises a facsimile machine.

26. (Original) The method as in claim 6 wherein the at least one expert device comprises a facsimile server.

27. (Original) The method as in claim 6 wherein the at least one expert device comprises a programmable PC card.

28. (Original) The method as in claim 6 wherein the at least one expert device comprises a personal communications device.

29. (Original) The method as in claim 28 wherein the personal communications device comprises a communications pager adapted to display alpha-numeric characters.

30. (Original) The method as in claim 1 wherein generating the at least one client concept comprises parallel processing.

31. (Original) The method as in claim 1 wherein generating at least one concept comprises pattern matching.

32. (Original) The method as in claim 1 wherein generating at least one concept comprises neural network processing.

33.    (Original)  The method as in claim 1 wherein the at least one datasource comprises structured and unstructured data.

34.    (Original)  The method as in claim 1 wherein the at least one datasource comprises structured or unstructured data.

35.    (Original)  The method as in claim 1 wherein the at least one expert datasource comprises data related to skills and knowledge of experts.

36.    (Original)  The method as in claim 1 wherein the at least one expert datasource comprises data related to expert devices.

37.    (Original)  The method as in claim 1 further comprising selecting at least one predetermined expert response based on a comparison of the generated concept to a list of frequently sought after concepts.

38.    (Original)  The method as in claim 1 further comprising updating the at least one expert datasource.

39.    (Original)  The method as in claim 38 further comprising updating skills and knowledge of experts in the at least one expert datasource.

40.    (Original)  The method as in claim 1 further comprising selecting the at least one expert based on a comparison of the generated concept to skills and knowledge of experts in the at least one expert datasource.

41.    (Original)  The method as in claim 1 wherein the at least one expert datasource comprises at least one client expert datasource.

42.　(Original)　The method as in claim 41 wherein the at least one client expert datasource comprises data related to skills and knowledge of client experts.

43.　(Original)　The method as in claim 41 wherein the at least one client expert datasource comprises data related to client expert devices.

44.　(Original)　The method as in claim 42 further comprising selecting the at least one expert based on a comparison of the generated concept to the skills and knowledge of the client experts.

45.　(Original)　The method as in claim 1 wherein the at least one expert comprises a client expert.

46.　(Original)　The method as in claim 6 further comprising linking the at least one client device to the at least one expert device using a telephony protocol.

47.　(Original)　The method as in claim 46 wherein the telephony protocol comprises a protocol selected from the group consisting of POTS, ISDN, voice over Internet, ATM, frame relay, an analog protocol and a digital protocol.

48.　(Original)　The method as in claim 47 wherein the analog protocol comprises a time domain multiplexed protocol.

49.　(Original)　The method as in claim 47 wherein the digital protocol comprises a DCIU protocol.

50.     (Original) The method as in claim 6 further comprising linking the at least one client device to the at least one expert device using an electronic mail protocol.

51.     (Original) The method as in claim 50 wherein the electronic mail protocol comprises a protocol selected from the group consisting of SMTP, SMTP/MIME, SMTP/PMSP, and SNMP.

52.     (Original) The method as in claim 50 wherein the electronic mail protocol comprises a protocol determined by an Open Systems Interconnect electronic messaging CCITT X.400 standard.

53.     (Original) The method as in claim 50 wherein the electronic mail protocol comprises a protocol determined by an Open Systems Interconnect electronic messaging CCITT X.500 standard.

54.     (Original) The method as in claim 50 wherein the electronic mail protocol comprises a protocol determined by an Open Systems Interconnect electronic messaging CCITT X.700 standard.

55.     (Original) The method as in claim 6 further comprising linking the at least one client device to the at least one expert device using an Internet protocol.

56.     (Original) The method as in claim 55 wherein the Internet protocol comprises a protocol selected from the group consisting of TCP/IP, point-to-point, point-to-point tunneling and military standard TCP/IP.

57.     (Original) The method as in claim 55 wherein the Internet protocol comprises a protocol defined by the Internet Architecture Board, RFC2300.

58. (Original) The method as in claim 6 further comprising linking the at least one client device to the at least one expert device using a facsimile protocol.

59. (Original) The method as in claim 58 wherein the facsimile protocol comprises a protocol selected from the group consisting of CCITTG3FAX, CCITTG4FAX, v.27ter, v.29, v.17, ITU-T, T.30, ITU-T, T.4, ITU-T, T.6, Kermit, and K56flex.

60. (Original) The method as in claim 58 wherein the facsimile protocol comprises an Internet mail protocol.

61. (Original) The method as in claim 60 wherein the Internet mail protocol comprises a protocol defined by a RFC 2305 standard.

62. (Original) The method as in claim 58 wherein the facsimile protocol comprises a protocol defined by a MIME part, RFC 2159 standard, relating to facsimile.

63. (Original) The method as in claim 6 further comprising linking the at least one client device to the at least one expert device using a data communications protocol.

64. (Original) The method as in claim 63 wherein the data communications protocol comprises a protocol selected from the group consisting of Ethernet, token ring, IBM-SNA-3270, IBM-SNA-5250, HDLC, BiSync, and an RS232 protocol.

65. (Original) The method as in claim 63 wherein the data communications protocol comprises a modem protocol.

66. (Original) The method as in claim 65 wherein the modem protocol comprises a protocol selected from a group consisting of v.21, v.22, v.22bis, v.23, v.25 and v.34.

67.     (Original) The method as in claim 6 further comprising linking the at least one client device to the at least one expert device using a wireless communication protocol.

68.     (Original) The method as in claim 67 wherein the wireless protocol comprises a communication protocol selected from a group consisting of AMPS, TDMA, CDMA, composite CDMA/TDMA, CDPD, GMS, and PCS.

69.     (Original) The method as in claim 6 further comprising linking the at least one client device to the at least one expert device beginning at a selected time.

70.     (Original) The method as in claim 1 wherein the at least one datasource and at least one expert datasource are part of the same network.

71.     (Original) The method as in claim 70 wherein the network comprises a client network.

72.     (Original) The method as in claim 70 wherein the network comprises a private network.

73.     (Original) The method as in claim 70 wherein the network comprises a public network.

74.     (Original) The method as in claim 73 wherein a portion of the public network comprises a network selected from a group consisting of the Internet, an intranet or extranet.

75.     (Original) The method as in claim 1 wherein a portion of the at least one datasource and at the least one expert datasource are part of different networks.

76.     (Original)  The method as in claim 6 wherein the at least one client device and the at least one expert device are part of the same network.

77.     (Original)  The method as in claim 76 wherein the network comprises a client network.

78.     (Original)  The method as in claim 76 wherein the network comprises a private network.

79.     (Original)  The method as in claim 76 wherein the network comprises a public network.

80.     (Original)  The method as in claim 79 wherein a portion of the public network comprises a network selected from a group consisting of the Internet, an intranet or extranet.

81.     (Original)  The method as in claim 6 wherein the at least one client device and the at least one expert device are part of different networks.

82.     (Original)  The method as in claim 1 further comprising generating at least one client question.

83.     (Original)  The method as in claim 82 further comprising sending the at least one client question to the at least one client.

84.     (Original)  The method as in claim 83 further comprising selecting the at least one expert based on a focused concept derived from at least one client response to the at least one client question.

85.    (Original) The method as in claim 1 further comprising tracking the at least one client inquiry.

86.    (Original) The method as in claim 1 further comprising updating the at least one expert datasource.

87.    (Currently amended) A computer readable medium comprising a resource matching program adapted to link at least one client to at least one expert, the program comprising:

program code adapted to generate at least one concept based on at least one client inquiry to at least one datasource;

program code adapted to compare the at least one generated concept to at least one expert datasource;

program code adapted to select at least one expert from the at least one expert datasource based on the comparison of the generated concept to the at least one expert datasource; and

program code adapted to link the at least one expert to at least one client;

wherein the at least one client inquiry comprises at least one client inquiry entered in conjunction with a computerized search conducted by the client;

wherein the at least one client inquiry is monitored by an additional program separate from the resource matching program; and

wherein the additional program responsive to entry of a command by the client supplies information regarding the monitored at least one client inquiry to said resource matching program.

88.    (Original) The computer readable medium as in claim 87 further comprising program code adapted to compare the at least one client inquiry to the at least one datasource.

89.     (Original) The computer readable medium as in claim 87 further comprising program code adapted to select at least one preferred communication mode associated with the at least one expert.

90.     (Original) The computer readable medium as in claim 87 further comprising program code adapted to link at least one client device to at least one expert device associated with the at least one expert.

91.     (Original) The computer readable medium as in claim 90 further comprising program code adapted to link the at least one client device to the at least one expert device using a preferred communication mode.

92.     (Original) The computer readable medium as in claim 87 further comprising program code adapted to select the at least one expert based on a set of availability rules.

93.     (Original) The computer readable medium as in claim 92 wherein the availability rules comprise rules selected from the group consisting of a most currently available expert, a most easily reachable expert, cost and location.

94.     (Original) The computer readable medium as in claim 87 wherein the medium comprises a magnetic storage device.

95.     (Original) The computer readable medium as in claim 87 wherein the medium comprises an optical storage device.

96.     (Original) The computer readable medium as in claim 87 wherein the medium comprises an electronic storage device.

97.    (Original)  The computer readable medium as in claim 90 wherein the at least one client device comprises a computer terminal.

98.    (Original)  The computer readable medium as in claim 90 wherein the at least one client device comprises a wireless device.

99.    (Original)  The computer readable medium as in claim 98 wherein the wireless device comprises an infrared wireless device.

100.   (Original)  The computer readable medium as in claim 98 wherein the wireless device comprises an optical signaling, wireless device.

101.   (Original)  The computer readable medium as in claim 90 wherein the at least one client device comprises a telephone.

102.   (Original)  The computer readable medium as in claim 90 wherein the at least one client device comprises a softphone.

103.   (Original)  The computer readable medium as in claim 90 wherein the at least one client device comprises a facsimile machine.

104.   (Original)  The computer readable medium as in claim 90 wherein the at least one client device comprises a facsimile server.

105.   (Original)  The computer readable medium as in claim 90 wherein the at least one client device comprises a programmable PC card.

106.    (Original)  The computer readable medium as in claim 90 wherein the at least one client device comprises a personal communications device.

107.    (Original)  The computer readable medium as in claim 106 wherein the personal communications device comprises a communications pager adapted to display alpha-numeric characters.

108.    (Original)  The computer readable medium as in claim 90 wherein the at least one expert device comprises a computer terminal.

109.    (Original)  The computer readable medium as in claim 90 wherein the at least one expert device comprises a wireless device.

110.    (Original)  The computer readable medium as in claim 109 wherein the wireless device comprises an infrared wireless device.

111.    (Original)  The computer readable medium as in claim 109 wherein the wireless device comprises an optical signaling, wireless device.

112.    (Original)  The computer readable medium as in claim 90 wherein the at least one expert device comprises a telephone.

113.    (Original)  The computer readable medium as in claim 90 wherein the at least one expert device comprises a softphone.

114.    (Original)  The computer readable medium as in claim 90 wherein the at least one expert device comprises a facsimile machine.

115. (Original) The computer readable medium as in claim 90 wherein the at least one expert device comprises a facsimile server.

116. (Original) The computer readable medium as in claim 90 wherein the at least one expert device comprises a programmable PC card.

117. (Original) The computer readable medium as in claim 90 wherein the at least one expert device comprises a personal communications device.

118. (Original) The computer readable medium as in claim 117 wherein the personal communications device comprises a communications pager adapted to display alpha-numeric characters.

119. (Original) The computer readable medium as in claim 87 wherein the program code for generating the at least one concept comprises program code adapted to complete parallel processing.

120. (Original) The computer readable medium as in claim 87 wherein the program code for generating the at least one concept comprises program code adapted to complete pattern matching.

121. (Original) The computer readable medium as in claim 87 wherein the program code for generating the at least one concept comprises program code adapted to complete neural network processing.

122. (Original) The computer readable medium as in claim 87 wherein the at least one datasource comprises structured and unstructured data.

123. (Original) The computer readable medium as in claim 87 wherein the at least one datasource comprises structured or unstructured data.

124. (Original) The computer readable medium as in claim 87 wherein the at least one expert datasource comprises data related to skills and knowledge of experts.

125. (Original) The computer readable medium as in claim 87 wherein the at least one expert datasource comprises data related to expert devices.

126. (Original) The computer readable medium as in claim 87 further comprising program code adapted to select at least one predetermined expert response based on a comparison of the generated concept to a list of frequently sought after concepts.

127. (Original) The computer readable medium as in claim 87 further comprising program code adapted to update the at least one expert datasource.

128. (Original) The computer readable medium as in claim 127 further comprising program code adapted to update skills and knowledge of experts in the at least one expert datasource.

129. (Original) The computer readable medium as in claim 87 further comprising program code adapted to select the at least one expert based on a comparison of the generated concept to skills and knowledge of experts in the at least one expert datasource.

130. (Original) The computer readable medium as in claim 87 wherein the at least one expert datasource comprises at least one client expert datasource.

131. (Original) The computer readable medium as in claim 130 wherein the at least one client expert datasource comprises data related to skills and knowledge of client experts.

132.    (Original)  The computer readable medium as in claim 130 wherein the at least one client expert datasource comprises data related to client expert devices.

133.    (Original)  The computer readable medium as in claim 131 further comprising program code adapted to select the at least one expert based on a comparison of the generated concept to the skills and knowledge of the client experts.

134.    (Original)  The computer readable medium as in claim 87 wherein the at least one expert comprises a client expert.

135.    (Original)  The computer readable medium as in claim 90 further comprising program code adapted to link the at least one client device with the at least one expert device using a telephony protocol.

136.    (Original)  The computer readable medium as in claim 135 wherein the telephony protocol comprises a protocol selected from the group consisting of POTS, ISDN, voice over Internet, ATM, frame relay, an analog protocol and a digital protocol.

137.    (Original)  The computer readable medium as in claim 136 wherein the analog protocol comprises a time domain multiplexed protocol.

138.    (Original)  The computer readable medium as in claim 136 wherein the digital protocol comprises a DCIU protocol.

139.    (Original)  The computer readable medium as in claim 90 further comprising program code adapted to link the at least one client device with the at least one expert device using an electronic mail protocol.

140. (Original) The computer readable medium as in claim 139 wherein the electronic mail protocol comprises a protocol selected from the group consisting of SMTP, SMTP/MIME, SMTP/PMSP, and SNMP.

141. (Original) The computer readable medium as in claim 139 wherein the electronic mail protocol comprises a protocol determined by an Open Systems Interconnect electronic messaging CCITT X.400 standard.

142. (Original) The computer readable medium as in claim 139 wherein the electronic mail protocol comprises a protocol determined by an Open Systems Interconnect electronic messaging CCITT X.500 standard.

143. (Original) The computer readable medium as in claim 139 wherein the electronic mail protocol comprises a protocol determined by an Open Systems Interconnect electronic messaging CCITT X.700 standard.

144. (Original) The computer readable medium as in claim 90 further comprising program code adapted to link the at least one client device with the at least one expert device using an Internet protocol.

145. (Original) The computer readable medium as in claim 144 wherein the Internet protocol comprises a protocol selected from the group consisting of TCP/IP, point-to-point, point-to-point tunneling and military standard TCP/IP.

146. (Original) The computer readable medium as in claim 144 wherein the Internet protocol comprises a protocol defined by the Internet Architecture Board, RFC2300.

147.    (Original) The computer readable medium as in claim 90 further comprising program code adapted to link the at least one client device with the at least one expert device using a facsimile protocol.

148.    (Original) The computer readable medium as in claim 147 wherein the facsimile protocol comprises a protocol selected from the group consisting of CCITTG3FAX, CCITTG4FAX, v.27ter, v.29, v.17, ITU-T, T.30, ITU-T, T.4, ITU-T, T.6, Kermit, and K56flex.

149.    (Original) The computer readable medium as in claim 147 wherein the facsimile protocol comprises an Internet mail protocol.

150.    (Original) The computer readable medium as in claim 149 wherein the Internet mail protocol comprises a protocol defined by a RFC 2305 standard.

151.    (Original) The computer readable medium as in claim 147 wherein the facsimile protocol comprises a protocol defined by a MIME part, RFC 2159 standard, relating to facsimile.

152.    (Original) The computer readable medium as in claim 90 further comprising program code adapted to link the at least one client device with the at least one expert device using a data communications protocol.

153.    (Original) The computer readable medium as in claim 152 wherein the data communications protocol comprises a protocol selected from the group consisting of Ethernet, token ring, IBM-SNA-3270, IBM-SNA-5250, HDLC, BiSync, and an RS232 protocol.

154.    (Original) The computer readable medium as in claim 152 wherein the data communications protocol comprises a modem protocol.

155. (Original) The computer readable medium as in claim 154 wherein the modem protocol comprises a protocol selected from a group consisting of v.21, v.22, v.22bis, v.23, v.25 and v.34.

156. (Original) The computer readable medium as in claim 90 further comprising program code adapted to link the at least one client device with the at least one expert device using a wireless communication protocol.

157. (Original) The computer readable medium as in claim 156 wherein the wireless protocol comprises a communication protocol selected from a group consisting of AMPS, TDMA, CDMA, composite CDMA/TDMA, CDPD, GMS, and PCS.

158. (Original) The computer readable medium as in claim 90 further comprising program code adapted to link the at least one client device with the at least one expert device beginning at a selected time.

159. (Original) The computer readable medium as in claim 87 wherein the at least one datasource and at least one expert datasource are a part of the same network.

160. (Original) The computer readable medium as in claim 159 wherein the network comprises a client network.

161. (Original) The computer readable medium as in claim 159 wherein the network comprises a private network.

162. (Original) The computer readable medium as in claim 159 wherein the network comprises a public network.

163. (Original) The computer readable medium as in claim 162 wherein a portion of the public network comprises a network selected from a group consisting of the Internet, an intranet or extranet.

164. (Original) The computer readable medium as in claim 87 wherein the at least one datasource and at least one expert datasource are a part of different networks.

165. (Original) The computer readable medium as in claim 90 wherein the at least one client device and the at least one expert device are a part of the same network.

166. (Original) The computer readable medium as in claim 165 wherein the network comprises a client network.

167. (Original) The computer readable medium as in claim 165 wherein the network comprises a private network.

168. (Original) The computer readable medium as in claim165 wherein the network comprises a public network.

169. (Original) The computer readable medium as in claim 168 wherein a portion of the public network comprises a network selected from a group consisting of the Internet, an intranet or extranet.

170. (Original) The computer readable medium as in claim 90 wherein the at least one client device and the at least one expert device are a part of different networks.

171. (Original) The computer readable medium as in claim 87 further comprising program code adapted to generate at least one client question.

172.    (Original)  The computer readable medium as in claim 171 further comprising program code adapted to send the at least one client question to the at least one client.

173.    (Original)  The computer readable medium as in claim 172 further comprising program code adapted to select the at least one expert based on a focused concept derived from at least one client response to the at least one client question.

174.    (Original)  The computer readable medium as in claim 87 further comprising program code adapted to track the at least one client inquiry.

175.    (Original)  The computer readable medium as in claim 87 further comprising program code adapted to update the at least one expert datasource.

176.    (Currently amended)  An electronic device for linking at least one client with at least one expert, the electronic device comprising a resource matching program, the program comprising:

   program code adapted to generate at least one concept based on at least one client inquiry to at least one datasource;

   program code adapted to compare the at least one generated concept to at least one expert datasource;

   program code adapted to select at least one expert from the at least one expert datasource based on the comparison of the generated concept to the at least one expert datasource; and

   program code adapted to link the at least one expert to at least one client;

   wherein the at least one client inquiry comprises at least one client inquiry entered in conjunction with a computerized search conducted by the client;

   wherein the at least one client inquiry is monitored by an additional program separate from the resource matching program; and

wherein the additional program responsive to entry of a command by the client supplies information regarding the monitored at least one client inquiry to said resource matching program.

177.    (Original)   The electronic device as in claim 176 wherein the electronic device comprises a public network server.

178.    (Original)   The electronic device as in claim 176 wherein the electronic device comprises a private network server.

179.    (Original)   The electronic device as in claim 176 wherein the electronic device comprises a client network server.

180.    (Original)   The electronic device as in claim 176 wherein the electronic device comprises a communications server.

181.    (Original)   The electronic device as in claim 176 wherein the electronic device comprises a router.

182.    (Original)   The electronic device as in claim 176 wherein the electronic device comprises an IP router.

183.    (Original)  The electronic device as in claim 180 wherein the communications server comprises a server selected from the group consisting of a PBX, ACD, soft ACD, Centrex and central office switch.

184.    (Original)   The electronic device as in claim 176 wherein the electronic device comprises an Internet call center.

185. (Original) The electronic device as in claim 176 further comprising program code adapted to compare the at least one client inquiry to the at least one datasource.

186. (Original) The electronic device as in claim 176 further comprising program code adapted to select at least one preferred communication mode associated with the at least one expert.

187. (Original) The electronic device as in claim 176 further comprising program code adapted to link at least one client device to at least one expert device associated with the at least one expert.

188. (Original) The electronic device as in claim 187 further comprising program code adapted to link the at least one client device to the at least one expert device using a preferred communication mode.

189. (Original) The electronic device as in claim 176 further comprising program code adapted to select the at least one expert based on a set of availability rules.

190. (Original) The electronic device as in claim 189 wherein the availability rules comprise rules selected from the group consisting of a most currently available expert, a most easily reachable expert, cost and location.

191. (Original) The electronic device as in claim 187 wherein the at least one client device comprises a computer terminal.

192. (Original) The electronic device as in claim 187 wherein the at least one client device comprises a wireless device.

193. (Original) The electronic device as in claim 192 wherein the wireless device comprises an infrared wireless device.

194. (Original) The electronic device as in claim 192 wherein the wireless device comprises an optical signaling, wireless device.

195. (Original) The electronic device as in claim 187 wherein the at least one client device comprises a telephone.

196. (Original) The electronic device as in claim 187 wherein the at least one client device comprises a softphone.

197. (Original) The electronic device as in claim 187 wherein the at least one client device comprises a facsimile machine.

198. (Original) The electronic device as in claim 187 wherein the at least one client device comprises a facsimile server.

199. (Original) The electronic device as in claim 187 wherein the at least one client device comprises a programmable PC card.

200. (Original) The electronic device as in claim 187 wherein the at least one client device comprises a personal communications device.

201. (Original) The electronic device as in claim 200 wherein the personal communications device comprises a communications pager adapted to display alpha-numeric characters.

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202.    (Original)  The electronic device as in claim 187 wherein the at least one expert device comprises a computer terminal.

203.    (Original)  The electronic device as in claim 187 wherein the at least one expert device comprises a wireless device.

204.    (Original)  The electronic device as in claim 203 wherein the wireless device comprises an infrared wireless device.

205.    (Original)  The electronic device as in claim 203 wherein the wireless device comprises an optical signaling, wireless device.

206.    (Original)  The electronic device as in claim 187 wherein the at least one expert device comprises a telephone.

207.    (Original)  The electronic device as in claim 187 wherein the at least one expert device comprises a softphone.

208.    (Original)  The electronic device as in claim 187 wherein the at least one expert device comprises a facsimile machine.

209.    (Original)  The electronic device as in claim 187 wherein the at least one expert device comprises a facsimile server.

210.    (Original)  The electronic device as in claim 187 wherein the at least one expert device comprises a programmable PC card.

211. (Original) The electronic device as in claim 187 wherein the at least one expert device comprises a personal communications device.

212. (Original) The electronic device as in claim 211 wherein the personal communications device comprises a communications pager adapted to display alpha-numeric characters.

213. (Original) The electronic device as in claim 176 wherein the program code for generating the at least one concept comprises program code for completing parallel processing.

214. (Original) The electronic device as in claim 213 wherein the program code for generating the at least one concept comprises program code for completing pattern matching.

215. (Original) The electronic device as in claim 213 wherein the program code for generating the at least one concept comprises program code for completing neural network processing.

216. (Original) The electronic device as in claim 176 wherein the at least one datasource comprises structured and unstructured data.

217. (Original) The electronic device as in claim 176 wherein the at least one datasource comprises structured or unstructured data.

218. (Original) The electronic device as in claim 176 wherein the at least one expert datasource comprises data related to skills and knowledge of experts.

219. (Original) The electronic device as in claim 176 wherein the at least one expert datasource comprises data related to expert devices.

220. (Original) The electronic device as in claim 176 further comprising program code adapted to select at least one predetermined expert response based on a comparison of the generated concept to a list of frequently sought after concepts.

221. (Original) The electronic device as in claim 176 further comprising program code adapted to update the at least one expert datasource.

222. (Original) The electronic device as in claim 221 further comprising program code adapted to update skills and knowledge of the at least one expert.

223. (Original) The electronic device as in claim 176 further comprising program code adapted to select the at least one expert based on a comparison of the generated concept to skills and knowledge of experts in the at least one expert datasource.

224. (Original) The electronic device as in claim 176 wherein the at least one expert datasource comprises at least one client expert datasource.

225. (Original) The electronic device as in claim 224 wherein the at least one client expert datasource comprises data related to skills and knowledge of client experts.

226. (Original) The electronic device as in claim 224 wherein the at least one client expert datasource comprises data related to client expert devices.

227. (Original) The electronic device as in claim 225 further comprising program code adapted to select the at least one expert based on a comparison of the generated concept to the skills and knowledge of the client experts.

228.	(Original)	The electronic device as in claim 176 wherein the at least one expert comprises a client expert.

229.	(Original)	The electronic device as in claim 187 further comprising program code adapted to link the at least one client device with the at least one expert device using a telephony protocol.

230.	(Original)	The electronic device as in claim 229 wherein the telephony protocol comprises a protocol selected from the group consisting of POTS, ISDN, voice over Internet, ATM, frame relay, an analog protocol and a digital protocol.

231.	(Original)	The electronic device as in claim 230 wherein the analog protocol comprises a time domain multiplexed protocol.

232.	(Original)	The electronic device as in claim 230 wherein the digital protocol comprises a DCIU protocol.

233.	(Original)	The electronic device as in claim 187 further comprising program code adapted to link the at least one client device with the at least one expert device using an electronic mail protocol.

234.	(Original)	The electronic device as in claim 233 wherein the electronic mail protocol comprises a protocol selected from the group consisting of SMTP, SMTP/MIME, SMTP/PMSP, and SNMP.

235.	(Original)	The electronic device as in claim 233 wherein the electronic mail protocol comprises a protocol determined by an Open Systems Interconnect electronic messaging CCITT X.400 standard.

236.    (Original) The electronic device as in claim 233 wherein the electronic mail protocol comprises a protocol determined by an Open Systems Interconnect electronic messaging CCITT X.500 standard.

237.    (Original) The electronic device as in claim 233 wherein the electronic mail protocol comprises a protocol determined by an Open Systems Interconnect electronic messaging CCITT X.700 standard.

238.    (Original) The electronic device as in claim 187 further comprising program code adapted to link the at least one client device with the at least one device expert device using an Internet protocol.

239.    (Original) The electronic device as in claim 238 wherein the Internet protocol comprises a protocol selected from the group consisting of TCP/IP, point-to-point, point-to-point tunneling and military standard TCP/IP.

240.    (Original) The electronic device as in claim 238 wherein the Internet protocol comprises a protocol defined by the Internet Architecture Board, RFC2300.

241.    (Original) The electronic device as in claim 187 further comprising program code adapted to link the at least one client device with the at least one expert device using a facsimile protocol.

242.    (Original) The electronic device as in claim 241 wherein the facsimile protocol comprises a protocol selected from the group consisting of CCITTG3FAX, CCITTG4FAX, v.27ter, v.29, v.17, ITU-T, T.30, ITU-T, T.4, ITU-T, T.6, Kermit, and K56flex.

243.   (Original)   The electronic device as in claim 241 wherein the facsimile protocol comprises an Internet mail protocol.

244.   (Original)   The electronic device as in claim 243 wherein the Internet mail protocol comprises a protocol defined by a RFC 2305 standard.

245.   (Original)   The electronic device as in claim 241 wherein the facsimile protocol comprises a protocol defined by a MIME part, RFC 2159 standard, relating to facsimile.

246.   (Original)   The electronic device as in claim 187 further comprising program code adapted to link the at least one client device with the at least one expert device using a data communications protocol.

247.   (Original)   The electronic device as in claim 246 wherein the data communications protocol comprises a protocol selected from the group consisting of Ethernet, token ring, IBM-SNA-3270, IBM-SNA-5250, HDLC, BiSync, and an RS232 protocol.

248.   (Original)   The electronic device as in claim 246 wherein the data communications protocol comprises a modem protocol.

249.   (Original)   The electronic device as in claim 248 wherein the modem protocol comprises a protocol selected from a group consisting of v.21, v.22, v.22bis, v.23, v.25 and v.34.

250.   (Original)   The electronic device as in claim 187 further comprising program code adapted to link the at least one client device with the at least one expert device using a wireless communication protocol.

251.    (Original)  The electronic device as in claim 250 wherein the wireless protocol comprises a communication protocol selected from a group consisting of AMPS, TDMA, CDMA, composite CDMA/TDMA, CDPD, GMS, and PCS.

252.    (Original)  The electronic device as in claim 187 further comprising program code adapted to link the at least one client device with the at least one expert device beginning at a selected time.

253.    (Original)  The electronic device as in claim 176 wherein the at least one datasource and at least one expert datasource are a part of the same network.

254.    (Original)  The electronic device as in claim 253 wherein the network comprises a client network.

255.    (Original)  The electronic device as in claim 253 wherein the network comprises a private network.

256.    (Original)  The electronic device as in claim 253 wherein the network comprises a public network.

257.    (Original)  The electronic device as in claim 256 wherein a portion of the public network comprises a network selected from a group consisting of the Internet, an intranet or extranet.

258.    (Original)  The electronic device as in claim 176 wherein the at least one datasource and at least one expert datasource are part of different networks.

259.    (Original)  The electronic device as in claim 187 wherein the at least one client device and the at least one expert device are a part of the same network.

260. (Original) The electronic device as in claim 259 wherein the network comprises a client network.

261. (Original) The electronic device as in claim 259 wherein the network comprises a private network.

262. (Original) The electronic device as in claim 259 wherein the network comprises a public network.

263. (Original) The electronic device as in claim 262 wherein a portion of the public network comprises a network selected from a group consisting of the Internet, an intranet or extranet.

264. (Original) The electronic device as in claim 187 wherein the at least one client device and the at least one expert device are a part of different networks.

265. (Original) The electronic device as in claim 176 further comprising program code adapted to generate at least one client question.

266. (Original) The electronic device as in claim 265 further comprising program code adapted to send the at least one client question to at least one client.

267. (Original) The electronic device as in claim 266 further comprising program code adapted to select at least one expert based on a focused concept derived from at least one client response to the at least one client question.

268. (Original) The electronic device as in claim 176 further comprising program code adapted to track the at least one client inquiry.

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269.    (Original)  The electronic device as in claim 176 further comprising program code adapted to update the at least one expert datasource.